



Young Adult  
Mental Health

## Accessible Customer Service Feedback Form

### Confidential Information

Stella's Place values our community and welcomes feedback about how our customer service approaches are meeting the needs of people living with various types of disabilities. This form will be provided in an alternate format or with communication support upon request.

### Date and time of your service experience:

### Feedback

Please provide details regarding your customer service experience, including what barriers or difficulties you encountered:

1. Were you treated in a courteous and respectful manner?

Yes                      No

2. Was service provided within a reasonable time frame?

Yes                      No

3. Were you given the same level of service as others?

Yes                      No

4. What is the most important thing you would like Stella's Place to be doing to improve our services to people with disabilities?

5. What other comments or questions do you have about accessibility at Stella's Place?

## **Thank You**

Your comments will help us identify what barriers to service exist, and what changes we should pursue to make Stella's Place more accessible.

## **Please Provide Your Contact Information** (optional)

Name:

Would you like a reply?    Yes                      No

In what format would you like your reply?

Email:

Phone:

Address:

## **Stella's Place Contact Information**

Your Accessible Customer Feedback Form can be mailed, emailed, faxed or hand delivered to:

Stella's Place Accessibility Officer  
18 Camden Street,  
Toronto ON,  
M5V 1V1

**Fax:** 844-321-8486

**Email:** [accessibility@stellasplace.ca](mailto:accessibility@stellasplace.ca)

**Phone:** 416-461-2345

## **Response and Privacy**

Stella's Place will respond to your feedback within ten (10) business days. Personal information contained on this form is collected only for the purpose of responding to your comments or requests regarding accessibility.